Role Description
Senior Claims Advisor - Workers Compensation

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	People and Corporate Services/ Transport Shared Services/ HR Service Delivery/ Injury and Claims Management
Location	Burwood
Classification/Grade/Band	Grade 6
Role Number	51017494
ANZSCO Code	251312
PCAT Code	1324592
Date of Approval	24 September 2017
Agency Website	https://www.transport.nsw.gov.au/

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a $41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The Senior Claims Advisor - Workers Compensation provides best practice case management, often involving the handling of complex and difficult claims. The position is a source of soundly based workers compensation advice and works to reduce claims costs and minimise compensation premiums. It works in a team environment, acting as a coach and mentor to less experienced staff and complementing; the work of others to ensure the efficient and effective management of claims in compliance with NSW legislation, State Insurance Regulatory Authority (SIRA) and Insurance & Care NSW (iCare) requirements.

Key accountabilities

- Ensure that claims are managed in accordance with NSW legislation, policies, guidelines of SIRA and iCARE including TfNSW claims management framework and processes
- Provide peer support and advice to the immediate workers compensation team
- Be an agile member of the Injury and Claims Management team accepting that team members are expected to work across claims managed under self-insurance, self-administered and TMF frameworks and that all team members will rotate between fast track, front-end, and tail-end claims.

- Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes
- Maintain a high standard of customer service with internal and external key stakeholders
- Proactively identify and resolve customer enquiries and complaints from a variety of internal and external parties in a timely manner
- Be an active member of the Injury and Claims Management team, and participate in business and operation improvement projects to ensure quality services are delivered
- Managing complex and difficult claims i.e. Work Injury, Tail and other legal matters

Key challenges

- Achieving and maintaining high standards of service delivery at all times managing claims in a complex regulatory environment
- Keeping abreast of current and emerging best practice case management, legislative and statutory changes
- Gaining the confidence and support of key stakeholders (both internal and external) in building and maintaining relationships to ensure a high level of customer service delivery and claims management to the Transport cluster in line with legislative requirements and Transports processes

Key relationships

Who	Why
Internal	
Team Leader – Workers Compensations	- Escalate issues, keep informed, advise and receive instructions and provide updates - Identify business issues and provide solutions
Return to Work Services	Participate in meetings, share information and provide solutions orientated feedback on operational matters
Clients/Customers/Stakeholders	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Medical & Legal Providers	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Regulatory Authorities (SIRA, iCare, SafeWork NSW & WIRO)	Respond to queries, identify needs, communicate services, escalate or resolve issues
Customers / Stakeholders	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Reporting line

The Senior Claims Advisor - Workers Compensation reports to the Team Leader - Workers Compensation

Essential requirements

Demonstrated workers compensation claims management and injury management experience in large complex organisations

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies